

KOOMA Ltd

MANUAL

TAROT READER GUIDELINES

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WELCOME TO THE SPIRITUAL/TAROT LIVE READER SERVICE OFFERED BY KOOMA LTD

Thank you for your interest in becoming a Self-employed Spiritual/Tarot Live Reader ('**Reader**').

These are entertainment services. Your provision of the services should hold this principle as a priority.

This guide will explain how you can provide services via Kooma as a self-employed Reader. It covers Readers who are active on our voice and/or instant messenger platforms.

Please read carefully and don't hesitate to contact us if you have further questions.

I) How to become a self-employed Reader

Read carefully these Guidelines to fully understand what providing this service involves. To be able to provide services via Kooma as a self-employed Reader you must return the following documents fully completed:

- Information sheet including national insurance number and other details
- Biography sheet
- Signed independent Self-Employed Contractor contract
(Kooma copy only)
- Recent (good quality) photo

Once we have received this information you will be contacted to confirm all your details and to schedule a reading test.

Please note that **you are not employed or engaged as a worker by Kooma. You are a self-employed contractor** working independently for yourself. **You are responsible for your own Tax and National Insurance payments.** You are paid gross fees and you must register as a Self-employed person with HMRC and ensure that all statutory obligations

are fulfilled. By law, as a digital platform provider, we are required to submit annually all payment records to HMRC.

You will be asked to sign your contract before commencement of any services confirming that you fully understand this fact. As you will be working from home and depending on your circumstances, various tax relief measures might be available for you.

II) Being a Reader

Kooma operates 24 hours a day, 7 days a week and we aim to ensure peak hours are fully covered by Readers.

III) Earnings

Rates and Payments

Kooma reserves the right to increase/decrease these rates at any given time with 1 week's notification given to all Readers. Readers are not required to give any notice to Kooma if they wish to terminate their services.

Readers are paid per minute spent in one-to-one conversations with customers.

According to the time you log on, you will earn the following per minute of talk time (in pence per minute):

Tariff Tier 1: 27p

Tariff Tier 2: 40p

You will be paid each week on Thursday (if there is a public holiday, banking or other system issue we reserve the right to pay on the next available business day). Please note that you will receive the payment if it is over £10, otherwise you will receive it at the next payment date. If payday falls on a Bank Holiday then you will be paid at the nearest possible date. The working week starts on Monday and finishes on Sunday.

You will only be paid for the length of time you are talking to a caller and not for any length of time you are logged on to the system where a customer has not requested services.

IV) Checking your statistics

You can check your stats on Option 4 of the log in phone number or via Internet.

Please go to <https://reader.psychicphoneservice.co.uk/>.

To access your stats, enter the email address you have registered with us. Click on 'forgot password' and a password will be generated and sent to your inbox. Once logged on, you can check how much you've made? As well as see and print your invoices.

V) How to access the system

Once you have successfully completed your assessment, you will be given a User ID and a PIN that will let you access the system.

User ID: identifies you in the system (number to share with callers)

PIN: your own security number (never share it with anyone)

To log into the system:

From your registered landline number call our freephone log in phone number **08000 759 700** and follow the menu options. The very first time you call the number please be prepared to record your personal introduction.

You can also log in via the following web link:

<https://reader.psychicphoneservice.co.uk/>

To log out:

All you need to do is call back our freephone number and select option 2 to log out.

You will be logged out automatically if you miss three calls in a row. This is to ensure customers do not make further unsuccessful attempts to contact you.

VI) Working Hours

As you are self-employed you can work as little or as often as you wish. We operate 24 hours per day, 7 days per week. The more often you log on the better the opportunity you will have to develop higher gross earnings.

VII) How do the customers access me?

You will be given a personal User ID number of 4 digits.

Do give your 'User ID' at the end of the call if you can. This way your customer can always select you when he/she rings the line.

You will also have a personal and unique nickname but you can use your own first name if you want. If your chosen name is already in use by another Reader you will have to register a new one.

VIII) How to conduct the call?

Once you have the customer online, and before conducting the reading, here are some suggested steps for conducting the call (you have full freedom to diverge from this if you prefer but you must check the questions in 4 and 5 as these are regulatory requirements):

- 1.) Greetings
- 2.) Introduce yourself by giving your nickname (and ID number if you wish)
- 3.) Ask for the customer's name
- 4.) **Ask for the customer's date of birth or make them confirm they are over 18 years old** (Office of Communications (OFCOM*) requirement): it will help you to determine if the customer is under 18 and in that case you will terminate the call.
- 5.) **Ask if he/she has gained permission from the phone bill payer** to call this number (OFCOM requirement). If the caller did not, you will have to terminate the call.
- 6.) Ask if the customer has a particular concern or question to ask: people can call about Love, Relationships, Career, etc. or simply want a general reading about their life. Topics covered should be appropriate for entertainment services and readings should be delivered in a way that is consistent with this.

For ethical and legal reasons, you must not provide readings about;

- **Medical, health or pregnancy**
- **Legal or financial matters**
- **Accident and death**

Under no circumstances give strong predictions or opinions on anything that is a significant or sensitive matter.

Please note, as a self-employed Reader, you are responsible for every call you take so to skip the mentioned OFCOM regulations risk you being involved in a court case if the caller was underage or has been using someone else's phone.

** Complete regulations available at Ofcom.org.uk*

IX) Important guidelines and information

Although it is for you to determine how you carry out services as a Reader it is crucial that you deal with all calls carefully and professionally. The guidelines outlined below help you do this.

- 1.) Before you log on prepare yourself – relax, get yourself in the mood and make yourself comfortable. Remember you will be providing a service to customers.
- 2.) It does not set a good standard to read, eat or be busy with anything else while you are online. This is impolite, unprofessional, will distract you and you will not be able to give all your attention to your caller.
- 3.) It is good practice for all calls to be answered within 4 rings.
- 4.) To protect yourself and our business, no personal contact is allowed with members of the public including sharing any personal details (such as full name, address, telephone number, e-mail address, website detail, nickname used on other sites etc.) in your recorded introduction or during your readings.
- 5.) Never give out or accept any personal information about your callers, yourself or anyone else who is a contractor for Kooma. Should a caller wish to complain about the provided services direct them to the helpdesk email address help@kooma.co.uk.
- 6.) Should a caller under the age of 18 come on the line you must disconnect the call. Underage callers are not permitted.
- 7.) Should a caller be distressed or in need of other help, refer to section XI) ***Numbers to give customers in need of help***
- 8.) Should a caller start to get abusive then you should stay patient and calm and try to direct the conversation in a different way. If this is not

working then suggest to the caller that you are about to hang up and do so. Please also get back to us as we can help investigate the case.

X) Customer Values

The following will result in your contract as a Reader being terminated with immediate effect:

- 1.) Giving out company access codes or system information to on callers.
- 2.) Any abusive behaviour towards callers, other Readers or any member of staff at Kooma.
- 3.) Giving out or accepting any personal details such as full name, address, phone number, e-mail address, website address, nickname used on other site etc.
- 4.) Using or disclosing any of the highly confidential information shared during readings (except where the callers' wellbeing is concerned).
- 5.) Giving callers other numbers or competitors' numbers to call.
- 6.) Knowingly taking part or instigating conversations that involve people under the age of 18.
- 7.) Entering conversations discussing anything illegal.
- 8.) Complaints received from callers (depending on the severity).
- 9.) Anyone found in material breach of any of the guidelines/regulations from this manual or the Ofcom regulations.

You are not permitted to have Call waiting or BT 1571 (answering machine) service while you are logged on.

All calls are recorded and are reviewed on a regular basis to monitor the services being provided and to ensure regulatory compliance.

We operate a no tolerance policy towards bullying. If you are being bullied/abused by a customer please do report it immediately with time and date of occurrence so we can investigate the case.

XI) Numbers to give customers in need of help KEEP THIS SECTION TO HAND

WE ENCOURAGE RESPONSIBLE USE OF OUR SERVICES. ALL READINGS ARE PROVIDED FOR ENTERTAINMENT PURPOSES AND ARE NOT AND SHOULD NOT BE CONSIDERED ADVICE OR USED IN SUBSTITUTION OF PROFESSIONAL HELP.

If you believe a customer needs help with mental health or any other problems that require professional help:

1. You must advise them that the organisations below provide appropriate support.
2. When it is the right opportunity the call should be concluded at the earliest point (do not end the call if the customer is in a distressed state).
3. You should immediately report the customer/call to the support team, preferably via a phone call (if you send by email, make sure you receive an acknowledgement). We will deal with it in accordance with our privacy policy and data protection regulations.
4. In an extreme circumstance where you think someone's life may be in immediate danger you should call 999 (and the contact details below):

The customer service team is available every day from 7am to 11pm. In an *emergency* outside of these hours, if you cannot speak to anyone please call 07824 816000 (Nick Sardes) and if unavailable 070 1100 1030 (IT on call).

- **CALM, www.thecalmzone.net, 0800 585 858**
- **Heads Together, www.headstogether.org.uk**
- **Mind, www.mind.org.uk, 0300 123 3393**
- **Papyrus, www.papyrus-uk.org, 0800 068 41 41**
- **Samaritans, www.samaritans.org, 116 123**

Email: pslhelpdesk@4dinteractive.co.uk

For other issues, the following organisations can provide support. If in doubt, refer UK callers to the NHS website. For non-UK customers, please suggest they use the internet to source local support/help.

Problem	Charity	Telephone number	Website
General distress/financial	NHS	via website	www.nhs.uk
	Citizens Advice	0800 144 8848	https://www.citizensadvice.org.uk/
	Money Helper	0800 138 1677	Free and impartial help with money, backed by the government MoneyHelper
	MIND	0300 123 3393/Text 86463	https://www.mind.org.uk
	The Samaritans	116 123	www.samaritans.org.uk
Addictions			
Alcohol	Alcoholics Anonymous	0800 9177 650	https://www.alcoholics-anonymous.org.uk/
	Al-Anon Family Groups	0800 0086 811	https://www.al-anonuk.org.uk/
	Drinkline	0300 123 1110	https://www.nhs.uk/live-well/alcohol-support/
Drugs	Narcotics Anonymous	0300 999 1212	www.ukna.org
Bereavement	Cruse Bereavement Care	0808 808 1677	www.cruse.org.uk
	Survivors of Bereavement by Suicide (SOBS)	0300 111 5065	https://uksobs.org/
Missing people	Missing People	116 000	www.missingpeople.org.uk
Relationships	RELATE	Online chat	https://www.relate.org.uk/

Website address

www.kooma.co.uk

Log in phone number

08000 759 700

Web login address:

<https://reader.psychicphoneservice.co.uk/>

Customer help desk email address

help@kooma.co.uk

Readers help desk email address

pslhelpdesk@4dinteractive.co.uk

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